

Certificate in Applied Travel and Tourism 2012

Week by Week outline for Hospitality Operations

Week 1

Monday 16 July

0800-1000

- Ice breaker
- Introduction to the course – assessments and contents
- Objectives for the coming weeks
- Define Hospitality - The big picture – hospitality and tourism
- Present slide show – Intro to Accommodation Industry

Wednesday 18 July

1030-1230

- Present slideshow – Unusual Hotels
- Examples of unusual hotels e.g. Hans Brinker Hotel, Memphis Tennessee Hotel Peabody Ducks, you tube
- Activity: Research (3) unusual hotels anywhere in the world for discussion and present one next class, with referencing

Friday 20 July

1030-1230

- Present unusual hotels – all students (peer mark)
- External impacts/influences – how they affect the hospitality industry
 - Resources – video, newspaper articles, etc
- Activity in class – Research external impacts – Questions based around newspaper article (peer mark in next class)

Week 2

Monday 23 July

0800-1000

- Peer mark - impacts - reinforce
- Common industry terminology and abbreviations – discussion and explanation – test to follow (create visual poster for display)
- Grading and classification of accommodation in NZ
- Where and how do customers choose to buy accommodation? - activity

Wednesday 25 July
1030-1230

- Identify major accommodation providers in NZ – chain or standalone
- Activity: Research Accor, International and Novotel brands

Friday 27 July
1030-1230

- Key management personnel
- Hotel staffing structure

Week 3

Monday 30 July
0800-1000

- Intro to Mundus – reservation system – general tour – room type codes etc
- Activity - abbreviations

Wednesday 01 August
1030-1230

- Intro to Front office
- Activity – Layout of front office, reception area

Friday 03 August
1030-1230

- Present plans for reception area
- Find pictures of Hotel reception areas, create a poster

Week 4

Monday 06 August
0800-1000

- Selling skills – communication
- Create sales brochure -

Wednesday 08 August
1030-1230

- Selling skills pt 2
- Communication

Friday 10 August
1030-1230

- Selling skills pt 3
- Communication

Week 5

Monday 13 August

0800-1000

- Mundus – maintaining bookings

Wednesday 15 August

1030 – 1230

- Mundus – maintaining bookings

Friday 17 August

1030 – 1230

- Mundus – maintaining bookings

Week 6

Monday 20 August

0800-1000

- Grooming
- Minimum standards for the group
- Recap selling skills

Wednesday 22 August

1030-1230

- Group reservations theory and exercises
- Mundus exercises – both FIT and group

Friday 24 August

1030-1230

- Site visit – Dunedin Scenic Hotel

Week 7

Monday 27 August

0800-1000

- Sales Target/Yield Management
- Guest speaker
- Customer service

Wednesday 29 August

1030-1230

- Mundus – amending and cancelling reservations/groups and FIT
- **Hand out reception theory assessment – due 05 September**
- Workbook

Friday 31 August

1030-1230

- Body language
- Customer Service/Guest cycle/Customer complaints/Difficult customers

Week 8

Monday 03 September

0800-1000

- Hand out Workbook – due 12 September
- Mundus
- Customer service
- Activity

Wednesday 05 September

1030-1230

- Reception theory assessment due in
- Customer service continued

Friday 07 September

1030-1230

- Telephone reservations
- Role play/activity

Week 9

Monday 10 September

0800-1000

- Practice taking reservations by phone incorporating selling skills, reservations and Mundus
- Practise – telephone reservations

Wednesday 12 September

1030-1230

- Completed workbook due in
- Mundus - Assessment

Friday 14 September

0800-1000

- Guest speaker – Sylvia (Hospitality Admin)

Week 10

Monday 17 September

0800-1000

- Assessment role plays - Telephone reservations

Wednesday 19 September

1030-1230

- Assessment role plays - Telephone reservations cont/d

Friday 21 September

1030-1230

- Resit

Week 11

Monday 24 September

1300-1500

- Personal presentation project – to be presented
- Confirmation letters/emails/fax
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Wednesday 26 September

1030-1230

- Correspondence

Friday 28 September

1030-1230

- Self-directed project -

Week 12 and week 13 Holidays – Monday 1st October to Friday 12th October

Week 14

Monday 15 October

0800 – 1000

- Self-directed project

Wednesday 17 October

1030-1230

- Telephone assessments

Friday 19 October

1030-1230

- Beverage practical (restaurant)

Week 15

Monday 22 October

1300-1500

- Beverages theory

Wednesday 24 October

1030-1230

- Phone assessment

Friday 26 October

1030-1230

- Beverage practical (restaurant)

Week 16

Monday 29 October

0800-1000

- Check out procedures – payment types and methods for processing. Disputed charges. Selling on departure.
- Mundus – posting charges, check out procedure single/multi window accounts
- **Go over assessment**

Wednesday 31 October
1030-1230

- Mundus assessment

Friday 02 November
1030-1230

- Beverages practical/go over assessment

Week 17

Monday 05 November
0800-1000

- Interview skills

Wednesday 07 November
1030-1230

- Jobs – in the Industry
- CV

Friday 09 November
1030-1230

- Beverages practical

Week 18

Monday 12 November
0800-1000

- Beverages assessment

Wednesday 14 November
1030-1230

- Resits

Friday 16 November
1030-1230

- Resits
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Week 19

Monday 19th November
0800-1000

Resits

Wednesday 21st November
1030-1230

Resits

Friday 23rd November
1030-1230

Resits

US 14420 – Demonstrate knowledge of alcoholic and non alcoholic beverages – Hospitality